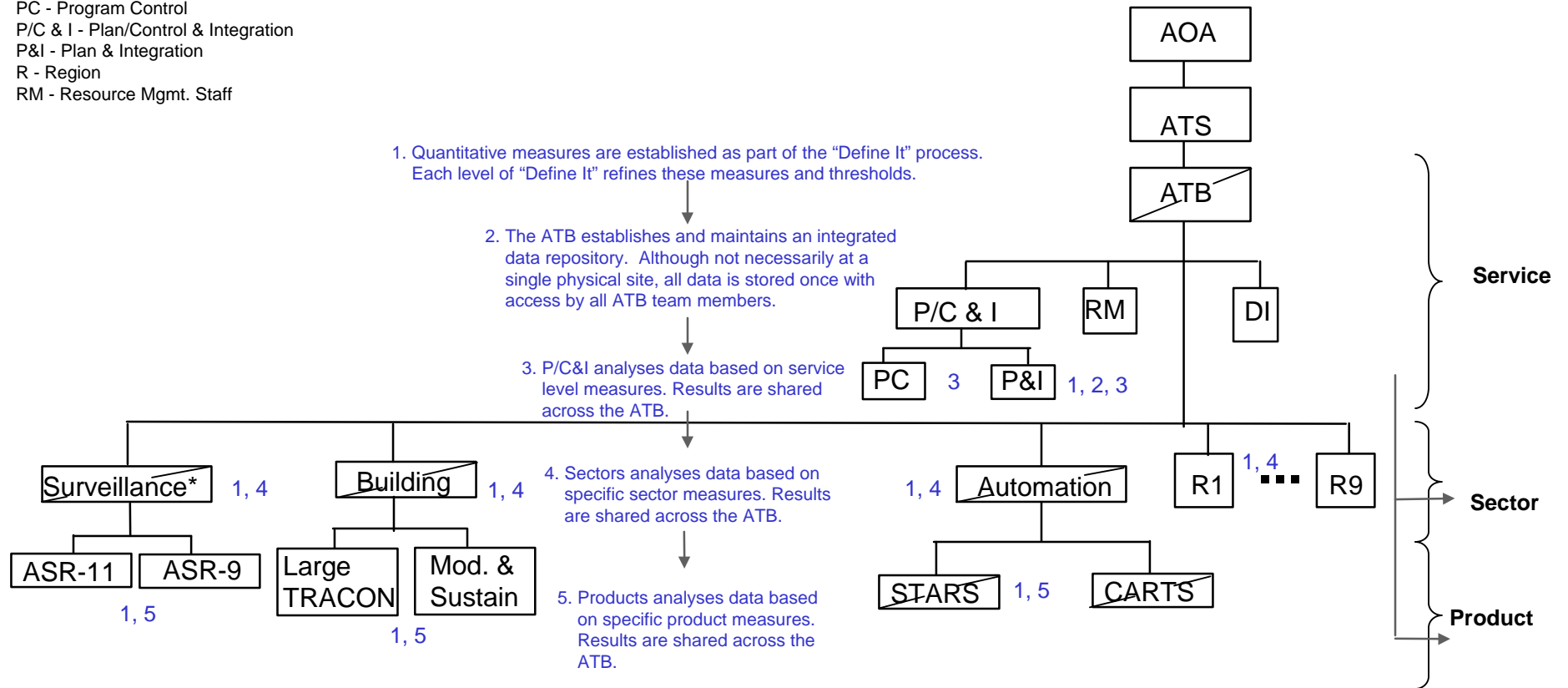


Performance Measurement

Performance Measurement Working Group (PMWG) is chaired by P/C&I with members from each sector, plus other interested participants

DI - Deployment Support
 PC - Program Control
 P/C & I - Plan/Control & Integration
 P&I - Plan & Integration
 R - Region
 RM - Resource Mgmt. Staff



*Initially - Planning Only

8.0 Performance Measurement

<u>Previous Process:</u> On-going process for duration of terminal business service - sector mgmt. - performance measurement	<u>Purpose/Definition:</u> 1.) To	<u>Next Process:</u> On-going process for duration of terminal business service - CM, RM, arch, comm
<u>Performing Agent(s):</u> • xxx	<u>Owner:</u> TBS lead <u>Sub-Processes:</u> 8.1 Establish qualitative measures 8.2 Maintain historical measures data repository 8.3 Analyze performance trends and project breach 8.4 Analyze cost of ownership and project breach 8.5 Analyze system reliability and project breach 8.6 Determine root cause 8.7 Formulate and evaluate alternatives 8.8 Formulate recommendations	<u>Customer(s):</u> • Strategic planning staff • Analyze TBS, sector & product performance measures staff • NAS & Sector define it staffs
<u>Input(s):</u> External to service: • ATB performance thresholds & targets Internal to service: • Measurement plans		<u>Output(s):</u> Internal to TBS: • Qualitative measures • Historical repository • Actuals to planned & thresholds • Issues, root causes, alternatives, recommendations <u>Reviews, Audits & Controls:</u> • JRC and AR • Peer review, QA, RM, TBS Mgmt.
<u>Entry Criteria:</u> • Formation of terminal business service	<u>Training/Handbooks/Policy:</u> AMS, performance measures domain training, FAA & service performance goals	<u>Exit Criteria:</u> • Terminal business service shutdown completed

Performance Measurement

Draft

